

Set	Items	Description
S1	23969891	PD<19991217
S2	27	AGENT(W)BASED(W)INSTRUCTION
S3	245	VIRTUAL(W)(TUTOR??? OR INSTRUCTION? ?)
S4	1349688	CUSTOMER(W)(CARE OR SERVICE? ? OR SUPPORT OR LEARNING)
S5	2233064	(AUTOMATED OR ASSISTED OR INTELLIGENT)
S6	271	S2 OR S3
S7	24	S1 AND S6
S8	3	S7 AND S4
S9	162691	S4 AND S5
S10	19025	S9 AND S1
S11	21	INTELLIGENT(W)SOCIAL(W)INTERFACE? ?
S12	4	S11 AND S1
S13	183	NETSAGE
S14	12	S13 AND S1
S15	457	FINALI
S16	0	S1 AND S15 AND S13

?s yoda(2w)(help)(w)(desk)

Processing

Processed 30 of 53 files ...

Completed processing all files

4110 YODA

10053069 HELP

729926 DESK

S17 25 YODA(2W)(HELP)(W)(DESK)

?t s17 and s1

>>>'AND' not allowed in command

?s s17 and s1

25 S17

23969891 S1

S18 5 S17 AND S1

?t s18/free/all

**18/8/1 (Item 1 from file: 20)**

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05634394 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Firms Adopt New Customer Service Technology to Meet Online Shopping Needs**

June 07, 1999

WORD COUNT: 1474

DESCRIPTORS: Consumer Issues; Company News; Strategy

COUNTRY NAMES/CODES: United States of America (US)

REGIONS: Americas; North America; Pacific Rim

SIC CODES/DESCRIPTIONS: 7375 (Information Retrieval Services)

**18/8/2 (Item 2 from file: 20)**

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01827012 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Inference Web-Based Self-Service Software Solves 80 Percent of LucasArts Customer Queries Online**

June 03, 1998

WORD COUNT: 717

COMPANY NAMES: Inference Corpn

DESCRIPTORS: New Products & Services

COUNTRY NAMES/CODES: United States of America (US)

REGIONS: North America; Pacific Rim

PROVINCE/STATE: California

SIC CODES/DESCRIPTIONS: 7372 ( Prepackaged Software); 7800 ( Motion Pictures); 7900 ( Amusement & Recreation Services)

**18/8/3 (Item 1 from file: 256)**

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00115761

DOCUMENT TYPE: Review

PRODUCT NAMES: CBR (338796)

TITLE: Best CallCenter of 98: High-Tech Product Support: LucasArts...  
Jan 1999

DESCRIPTORS: Adventure Games; Call Centers; Customer Service; Expert  
Systems; Games; Software Marketing; Technical Support

REVISION DATE: 20020228

18/8/4 (Item 2 from file: 256)

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00109818

DOCUMENT TYPE: Review

PRODUCT NAMES: Sage (709859); ARIS (709867)

TITLE: AI wises up

Aug 3, 1998

DESCRIPTORS: Artificial Intelligence; Customer Service; Educational Games;  
Entertainment Industry; Expert Systems; Games; Technical Support

REVISION DATE: 20020630

18/8/5 (Item 3 from file: 256)

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00101300

DOCUMENT TYPE: Review

PRODUCT NAMES: CasePoint Web Server (660957); Call Center ACD (479101);  
CustomerFirst (418579); Service Call Management (658065); Helpline  
(660965)

TITLE: 12 great help desk apps

Jan 1997

DESCRIPTORS: Call Centers; Customer Service; Field Service; Technical  
Support; Telecommunications; Telecommuting; Web Servers

REVISION DATE: 20010930